

Title: Customer Relations Subject/Course: Pro Start Year 1

Customer Service
Topic: Skills Grade (s): 9-12 Designer (s) Ilene Lerseth, Kathy Engst, Joline Dunbar, Cindy Gerlach, and Dean Allerdings

Stage 1: Desired Results

Core Standard(s): 1PS 2.1 Identify factors that lead to customer satisfaction.
1PS 2.2 Determine how customer satisfaction directly affects a restaurant's success.
1PS 2.3 Demonstrate customer relation skills for job success.

Understandings: Students will understand that....
Customer relation skills are an integral part of success in food service.

Essential Question(s):
What are customer relation skills?
What customer relation skills are necessary for success in the work place?

Students will know....

Student will be able to

the difference between effective and ineffective communication with customers.

how to identify the needs of customers.

know the service planning process.

model appropriate behavior.

demonstrate proper customer relation techniques.

Stage2: Assessment Evidence

What evidence will show that students understand?

x Performance Task

• **Role Play**

Project

x Quizzes

x Tests

x Informal Observation

x Discussions

Interviews

x Self-Assessment

Other Demonstrations

Stage 3: Learning Plan

Motivation – Introduce and Explain

1. Students will write down one best and worst experience of eating in a restaurant. This will be followed by a class or small group discussion (pair share).

Model:

2. ProStart customer relations video or any similar source.
2. Prostart Power Point on Customer Relations.
<http://www.uen.org/Lessonplan/preview.cgi?LPid=5534> (power point link)

Guided Practice:

3. Customer Service “The Ultimate Skill” activity.
<http://www.uen.org/Lessonplan/preview.cgi?LPid=5534> (Directions)

Independently Practice:

4. Restaurant Evaluation
Service Experiment Activity/Lab
<http://www.uen.org/Lessonplan/preview.cgi?LPid=5534> (forms and directions link)

Reflection/Assessment:

- 4 Restaurant Evaluation: Brief oral summary of their finding.
- 5 Service Experiment Activity
- 6 Quiz

Classroom Implementation Suggestions

Unit of Instruction and Resources

(Steps of instruction to gain big understandings and answer essential questions)

1. Motivation activity
2. View power point and or video followed by a class discussion.
3. Complete the Customer Service “The Ultimate Skill” activity. Follow the directions on how to complete the activity using the Utah Education Network web link provided above.
4. Restaurant Evaluation: students independently complete a restaurant evaluation along with the oral summary of their findings.
5. Service Experiment Activity.
6. Quiz.

